

**Element Performance Inspection (EPI) Data Collection Tool  
5.1.5 Station Facilities (OP)**

**ELEMENT SUMMARY INFORMATION**

**Purpose of This Element** (Certificate Holder's responsibility):

- To ensure adequate Station Facilities for its operations.

**Objective** (FAA oversight responsibility):

- To determine if there were any changes in personnel identified by the Certificate Holder as having responsibility and/or authority for the Station Facilities process.
- To determine if the Certificate Holder follows its procedures, controls, process measurements, and interfaces for the Station Facilities process.

**Specific Instructions:**

- To accomplish this EPI, inspectors should familiarize themselves with the Certificate Holder's Station Facilities process, including dangerous goods policies.

**Related EPI(s):**

- 2.1.1 Manual Currency (OP)
- 2.1.3 Distribution (Manuals) (OP)
- 2.1.4 Availability (Manuals) (OP)
- 3.1.1 Passenger Handling (OP)
- 3.1.12 Hazardous Materials / Dangerous Goods Program (OP)
- 3.1.7 De-Icing Program (OP)
- 3.1.8 Carriage of Cargo (OP)
- 3.2.1 Dispatch / Flight Release (OP)
- 3.2.2 Flight / Load Manifest / Weight and Balance Control (OP)
- 7.1.3 Director of Safety (AW)

**SUPPLEMENTAL INFORMATION**

**Specific Regulatory Requirement(s) (SRRs):**

- SRRs:
  - 119.43(b)
  - 119.43(b)(1)
  - 119.43(b)(2)
  - 119.43(c)
  - 121.105

121.117(a)  
121.123  
121.135(a)(1)  
121.135(b)(1)  
121.135(b)(2)  
121.135(b)(3)  
121.93(a)(1)  
121.93(a)(2)  
121.97(a)

**Related CFR(s) & FAA Policy/Guidance:**

- Related CFRs:
  - 121.135(b)(11)
  - 121.135(b)(12)
  - 121.135(b)(13)
  - 121.135(b)(14)
  - 830.10(a)
  - 830.10(b)
  - 830.10(c)
  - 830.10(d)
- FAA Policy/Guidance:
  - FAA Order 8400.10, Volume 3, Chapter 15

**EPI SECTION 1 – PERFORMANCE OBSERVABLES**

**Objective:** (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Station Facilities.

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the policies, procedures, instructions, and information for the Station Facilities process contained in the Certificate Holder's manual.
- 3 Review the associated SAI for this element with emphasis on the controls, process measurements, and interface attribute sections.
- 4 Observe the Station Facilities process to gain an understanding of the procedures, instructions, and information contained in the Certificate Holder's manual.
- 5 Discuss the Station Facilities process with the personnel (other than management) who perform the duties and responsibilities required by the process.

**Questions**

To meet this objective, the inspector must answer the following questions:

1. Were the following Performance Measures met:

- 1.1 Was the Station Facilities equipment adequate for the operation?

*Related Performance JTI's:*

1. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting domestic operations, that it is properly equipped and adequate, considering lighting, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
2. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting domestic operations, that it is properly equipped and adequate, considering navigational and communication aids, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
3. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting domestic operations, that it is properly equipped and adequate, considering ATC, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
4. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting flag operations, that it is properly equipped and adequate, considering size, in accordance with the Certificate Holder design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
5. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting flag operations, that it is properly equipped and adequate, considering surface, in accordance with the Certificate Holder's design.  
*Sources:* 121.135(a)(1); 121.135(b)(1); 121.97(a)
- 6.

☐ Yes

☐ No, Explain

- Check at the Air Carrier Specified Location, where the Certificate Holder is conducting flag operations, that it is properly equipped and adequate, considering obstructions, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
7. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting flag operations, that it is properly equipped and adequate, considering facilities, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
8. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting flag operations, that it is properly equipped and adequate, considering public protection, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
9. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting flag operations, that it is properly equipped and adequate, considering lighting, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
10. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting flag operations, that it is properly equipped and adequate, considering navigational and communication aids, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
11. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting flag operations, that it is properly equipped and adequate, considering ATC, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
12. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting supplemental operations, that it is properly equipped and adequate, considering size, in accordance with the Certificate Holder design.  
*Sources:* 121.117(a); 121.135(a)(1); 121.135(b)(1)
13. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting supplemental operations, that it is properly equipped and adequate, considering surface, in accordance with the Certificate Holder's design.  
*Sources:* 121.117(a); 121.135(a)(1); 121.135(b)(1)
14. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting supplemental operations, that it is properly equipped and adequate, considering obstructions, in accordance with the Certificate Holder's design.  
*Sources:* 121.117(a); 121.135(a)(1); 121.135(b)(1)
15. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting supplemental operations, that it is properly equipped and adequate, considering facilities, in accordance with the Certificate Holder's design.  
*Sources:* 121.117(a); 121.135(a)(1); 121.135(b)(1)

16. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting supplemental operations, that it is properly equipped and adequate, considering public protection, in accordance with the Certificate Holder's design.  
*Sources:* 121.117(a); 121.135(a)(1); 121.135(b)(1)
17. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting supplemental operations, that it is properly equipped and adequate, considering lighting, in accordance with the Certificate Holder's design.  
*Sources:* 121.117(a); 121.135(a)(1); 121.135(b)(1)
18. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting supplemental operations, that it is properly equipped and adequate, considering navigational and communication aids, in accordance with the Certificate Holder's design.  
*Sources:* 121.117(a); 121.135(a)(1); 121.135(b)(1)
19. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting supplemental operations, that it is properly equipped and adequate, considering ATC, in accordance with the Certificate Holder's design.  
*Sources:* 121.117(a); 121.135(a)(1); 121.135(b)(1)
20. Check at the Air Carrier Specified Location that the Certificate Holder conducting domestic operations has facilities and services available and adequate in accordance with the Certificate Holder's design.  
*Sources:* 121.93(a)(2); 121.135(a)(1); 121.135(b)(1)
21. Check at the Air Carrier Specified Location that the Certificate Holder conducting flag operations has facilities and services available and adequate in accordance with the Certificate Holder's design.  
*Sources:* 121.93(a)(2); 121.135(a)(1); 121.135(b)(1)
22. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting domestic operations, that it is properly equipped and adequate, considering size, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
23. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting domestic operations, that it is properly equipped and adequate, considering surface, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
24. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting domestic operations, that it is properly equipped and adequate, considering obstructions, in accordance with the Certificate Holder's design.  
*Sources:* 121.97(a); 121.135(a)(1); 121.135(b)(1)
25. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting domestic operations, that it is properly equipped and adequate, considering facilities, in accordance with the Certificate Holder's design.

<p><i>Sources:</i> 121.97(a); 121.135(a)(1); 121.135(b)(1)</p> <p>26. Check at the Air Carrier Specified Location, where the Certificate Holder is conducting domestic operations, that it is properly equipped and adequate, considering public protection, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.97(a); 121.135(b)(1)</p>	
<p>1.2 Were the passengers handled/controlled safely during the station ramp/boarding operations?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel on passenger handling and protection ensures the safety of passengers during line station operations in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B 121.135(a)(1); 121.135(b)(1)</li> <li>2. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel, to include boarding staff, for the use and operation of jetways, air stairs, and other types of passenger boarding equipment, is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(2) 121.135(a)(1)</li> <li>3. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel ensures the safety of passengers on the ramp including restricting of ground equipment and vehicle operation on ramps; and directing passengers to and from aircraft, around equipment, and to painted pathway lines on the ramp, is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (2) 121.135(a)(1)</li> <li>4. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for protecting passengers from jet intake and blast, rotating and static propellers and rotors, ice on the ramp and boarding equipment, and tripping hazards, is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (2) 121.135(a)(1)</li> <li>5. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for assisting and ensuring safety of handicapped persons is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (2) 121.135(a)(1)</li> <li>6. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for handling intoxicated, hostile, or unruly persons is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (2) 121.135(a)(1)</li> </ol>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>

<p>7. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for exit seating is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (2) 121.135(a)(1)</p>	
<p>1.3 Were aircraft properly loaded?</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>
<p>1.4 Were the procedures/instructions for Station Facilities operations adequate?</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>
<p>1.5 Were the procedures/instructions for Station Facilities equipment adequate?</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>
<p>1.6 Was the station staffing adequate?</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>
<p>1.7 Were station personnel properly trained?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Air Carrier Specified Location that contract personnel have received training in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (8) 121.135(b)(1)</li> <li>2. Check at the Air Carrier Specified Location that, who provided the training for contract personnel, is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (8) 121.135(b)(1)</li> <li>3. Check at the Air Carrier Specified Location that a responsible person(s) is designated to keep training records in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (8) 121.135(b)(1)</li> <li>4. Check at the Air Carrier Specified Location that the operator management personnel has a working knowledge of the operators final responsibility to ensure operator-specific training has been completed, in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (8) 121.135(a)(1)</li> <li>5. Check at the Air Carrier Specified Location that the appropriate personnel are trained and qualified before using ground equipment, in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> </ol>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>
<p>1.8 Did the Certificate Holder station personnel suspend operations when operations were found to be unsatisfactory?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1.</li> </ol>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>

<p>Check at the Air Carrier Specified Location that appropriate personnel have working knowledge regarding the suspension or delay of flight operations, in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (10) 121.135(a)(1)</p>	
<p>1.9 Was aircraft servicing adequate and safely accomplished?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel on ramp operations ensures servicing and maintaining of aircraft during line station operations are in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B 121.135(b)(1)</li> <li>2. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for the maintenance and catering of aircraft, with passengers on board, is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> <li>3. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for the maintenance and catering of aircraft, without passengers on board, is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> <li>4. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for fueling aircraft with passengers on board, including any requirements for crewmembers to be on board during fueling, is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> <li>5. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for fueling aircraft with passengers on board, including any prohibitions against positioning fuel trucks next to open exits, is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> <li>6. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for fueling aircraft without passengers on board, including any requirements for crewmembers to be on board during fueling, is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> </ol>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>
<p>1.10 Did the station handle unairworthy aircraft properly?</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>



<p>1.11 Were the station airport conditions adequate?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Air Carrier Specified Location that appropriate personnel can provide the operator with local condition reports that could affect flight operation, in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (10) 121.135(a)(1); 121.135(b)(1)</li> <li>2. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for foreign object damage (FOD) control and periodically inspecting ramp areas is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.12 Did the stations report hazards to the Certificate Holder?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.13 Did stations properly handle mislabeled or unlabeled Hazmat material?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.14 Were Station Facilities manuals adequate?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Air Carrier Specified Location that the Certificate Holder has provided information on emergency equipment appropriate for each group of personnel in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(11)</li> <li>2. Check at the Air Carrier Specified Location that the Certificate Holder has provided emergency procedures appropriate for each group of personnel. <i>Sources:</i> 121.135(b)(11)</li> <li>3. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for each group of personnel for operating in periods of icing conditions. <i>Sources:</i> 121.135(b)(14)</li> <li>4. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for each group of personnel for operating in periods of hail. <i>Sources:</i> 121.135(b)(14)</li> <li>5. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for each group of personnel for operating in periods of thunderstorms. <i>Sources:</i> 121.135(b)(14)</li> <li>6. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for each group of personnel for operating in periods of turbulent, high wind conditions.</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

- Sources:* 121.135(b)(14)
7. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for each group of personnel for operating in periods of potentially hazardous meteorological conditions.  
*Sources:* 121.135(b)(14)
  8. Check at the Air Carrier Specified Location that the Certificate Holder has provided accident notification procedures for each group of personnel.  
*Sources:* 121.135(b)(14)
  9. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for ensuring the preservation of, to the extent possible, aircraft wreckage, cargo, and mail aboard an aircraft involved in an accident or incident, for which notification must be given, until the Board takes custody thereof or a release is granted pursuant to 831.12(b).  
*Sources:* 121.135(a)(1); 121.135(b)(1); 830.10(a)
  10. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for ensuring the preservation of, to the extent possible, all records, including all recording mediums of flight, maintenance, and voice recorders, pertaining to the operation and maintenance of an aircraft involved in an accident or incident, for which notification must be given, until the Board takes custody thereof or a release is granted pursuant to 831.12(b).  
*Sources:* 121.135(a)(1); 121.135(b)(1); 830.10(a)
  11. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for ensuring that, prior to the time the Board or its authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to the extent necessary: to remove persons injured or trapped; to protect the wreckage from further damage; or to protect the public from injury.  
*Sources:* 121.135(a)(1); 121.135(b)(1); 830.10(a)
  12. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for ensuring that, where it is necessary to move aircraft wreckage, mail or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original positions and condition of the wreckage and any significant impact marks.  
*Sources:* 121.135(a)(1); 121.135(b)(1); 830.10(a)
  13. Check at the Air Carrier Specified Location that the Certificate Holder has provided procedures for ensuring that, when an aircraft has been involved in an accident or incident, the operator shall retain all records, reports,

<p>internal documents, and memoranda dealing with the accident or incident, until authorized by the Board to the contrary.</p> <p><i>Sources:</i> 121.135(a)(1); 121.135(b)(1); 830.10(a)</p> <p>14. Check at the Air Carrier Specified Location that the Certificate Holder has provided the necessary information to appropriate line station personnel for operations of ramp areas including markings, signs, signaling devices, lighting, and blast fences.</p> <p><i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 121.135(a)(1); 121.135(b)(1)</p> <p>15. Check at the Air Carrier Specified Location that the Certificate Holder has provided the necessary information to appropriate line station personnel for operations of ramp facilities.</p> <p><i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 121.135(a)(1); 121.135(b)(1)</p> <p>16. Check at the Air Carrier Specified Location that the Certificate Holder has provided the necessary information to appropriate line station personnel for operations of equipment, such as passenger and cargo deplaning and enplaning equipment (towing, refueling, catering, and ground power equipment).</p> <p><i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 121.135(a)(1); 121.135(b)(1)</p> <p>17. Check at the Air Carrier Specified Location that the Certificate Holder has provided the necessary information to appropriate line station personnel for operations of crewmember meeting areas, facilities for crewmember flight planning (preparation for flight), and post-flight activities.</p> <p><i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 121.135(a)(1); 121.135(b)(1)</p> <p>18. Check at the Air Carrier Specified Location that the Certificate Holder has provided the necessary information to appropriate line station personnel for operations of work areas and facilities, communications equipment, and administrative support.</p> <p><i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 121.135(a)(1); 121.135(b)(1)</p>	
<p>1.15 Were Station Facilities records complete?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the Air Carrier Specified Location that the appropriate personnel have prepared and disposed of trip records, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (9) 121.135(a)(1); 121.135(b)(1)</p> <p>2. Check at the Air Carrier Specified Location that a person (s) has been designated responsible for trip records, in</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p>accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (9) 121.135(b)(1)</p> <p>3. Check at the Air Carrier Specified Location that appropriate personnel have working knowledge of the intermediate disposition of trip records, in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (9) 121.135(a)(1)</p> <p>4. Check at the Air Carrier Specified Location that appropriate personnel have working knowledge of the final disposition of trip records, in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (9) 121.135(a)(1)</p> <p>5. Check at the Air Carrier Specified Location that the final disposition of trip records is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (9) 121.135(a)(1)</p> <p>6. Check at the Air Carrier Specified Location that the trip records policies, procedures, and guidance in manual material consistently contains accurate information for crewmembers and flight operational control personnel, in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (9) 121.135(b)(1)</p>	
<p>1.16 Was aircraft ground equipment properly handled and in good repair?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for operating ground equipment including the capabilities and limitations of the equipment is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</p> <p>2. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for properly locating and stowing ground equipment is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>
<p>1.17 Was baggage handled/loaded safely?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for handling and controlling carry-on baggage is in accordance with the Certificate Holder's design.</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>

<p>Sources: 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (2) 121.135(a)(1)</p>	
<p>1.18 Was cargo handled/loaded safely?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for identifying and handling hazardous materials is in accordance with the Certificate Holder's design. Sources: 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (2) 121.135(a)(1)</li> </ol>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>
<p>1.19 Were the aircraft safely handled?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for the safety and protection of personnel working on the ramp is in accordance with the Certificate Holder's design. Sources: 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> <li>2. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for the operation of aircraft cargo doors, baggage and cargo loading, closing and checking the security of doors, is in accordance with the Certificate Holder's design. Sources: 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> <li>3. Check at the Air Carrier Specified Location that the working knowledge of crewmembers and ground handling personnel regarding definitions of signaling devices, signs, and ramp markings (such as taxi lines, stop lines, boundary and clearance lines), is in accordance with the Certificate Holder's design. Sources: 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (6) 121.135(b)(1)</li> <li>4. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for engine start, pre-taxi pushback, powerback (if approved), taxi-out, taxi-in, and parking while in the ramp area, is in accordance with the Certificate Holder's design. Sources: 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (6) 121.135(a)(1)</li> <li>5. Check at the Air Carrier Specified Location that the working knowledge of crewmembers and ground handling personnel for the coordination of communication procedures, to include interphone terminology and hand signals, is in accordance with the Certificate Holder's design. Sources: 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (6) 121.135(a)(1)</li> <li>6.</li> </ol>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p>Check at the Air Carrier Specified Location that the working knowledge of crewmembers and passenger handling agents of common terminology and hand signals is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (6) 121.135(a)(1)</p> <p>7. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel reflects an understanding of standard hand signals and their meanings, in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (6) 121.135(a)(1)</p> <p>8. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel authorized to move aircraft on the ramp is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (6) 121.135(b)(1)</p> <p>9. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel authorized to move aircraft on the airport is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (6) 121.135(b)(1)</p>	
<p>1.20 Were emergency procedures properly complied with?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for the passenger egress procedures for crewmembers and other operations personnel while the aircraft is parked is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)</p> <p>2. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions that include the requirement that whenever passengers are on board the aircraft prior to airplane movement on the surface, at least one floor-level exit must be usable for the egress of passengers through normal means, is in accordance with the Certificate Holder's design.  <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)</p> <p>3. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions that include the requirement that whenever passengers are on board the aircraft prior to airplane movement on the surface, at least one floor-level exit must be usable for the egress of passengers through emergency means, is</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

- in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
4. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning instructions for aircraft rescue and firefighting (ARFF) emergency notification procedures in the event of an emergency occurrence on the operator's aircraft while parked is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
  5. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel Concerning instructions on whom to notify in the event of an emergency occurrence on the operator's aircraft while parked, is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
  6. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning instructions on the means of notification to be used in the event of an emergency occurrence on the operator's aircraft while parked is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
  7. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel as to the positions, by job title, that implement notification procedures in the event of an emergency occurrence on the operator's aircraft while parked, is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
  8. Check at the Air Carrier Specified Location that the working knowledge of crewmembers as to which crewmember is responsible to initiate the Aircraft Rescue Firefighting (ARFF) emergency notification procedures, in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
  9. Check at the Air Carrier Specified Location that the working knowledge of crewmembers regarding emergency situations at line stations is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (6) 121.135(b)(1)
  10. Check at the Air Carrier Specified Location that the working knowledge of ground personnel regarding emergency situations at line stations is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
  - 11.

- Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel duties and actions regarding emergency procedures at line stations is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7) 121.135(a)(1)
12. Check at the Air Carrier Specified Location that the working knowledge of notification procedures and requirements for various types of emergency situations that could occur at line stations is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
13. Check at the Air Carrier Specified Location that the line station emergency procedures are easily accessible, in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
14. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel includes emergency procedures and instructions for aircraft accidents and incidents, in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
15. Check at the Air Carrier Specified Location that the working knowledge of ground personnel concerning emergency procedures and instructions for ground personnel providing passenger lists to aid in handling passengers and accounting for all passengers immediately after a survivable type accident, is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
16. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for handling bomb threats, hijack procedures, and other types of security incidents, is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
17. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for fuel spills and hazardous materials mishaps is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)
18. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for post-flight handling of passenger injury and illness is in accordance with the Certificate Holder's design.  
*Sources:* 8400.10, Volume 3, Chapter 15, Section 3, Paragraph



<p>2147 B (7) 121.135(a)(1)</p> <p>19. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for occurrences involving passenger altercations and interference with crewmembers is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)</p> <p>20. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for employee/passenger accidents and injuries is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)</p> <p>21. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for adverse weather conditions such as tornadoes and hurricanes is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)</p> <p>22. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for adverse conditions such as earthquakes is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7) 121.135(a)(1)</p> <p>23. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for emergency evacuation of aircraft while parked is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)</p> <p>24. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning emergency procedures and instructions for the flightcrew and flight attendants (F/A's) to conduct aircraft emergency evacuation while parked is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (7) 121.135(a)(1)</p>	
<p>1.21 Were operations at Station Facilities during adverse weather conditions safely conducted?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for adverse weather conditions such as thunderstorms, high winds, or low visibility, is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<ol style="list-style-type: none"> <li>2. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for the inspection and removal of frost is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) 121.135(a)(1)</li> <li>3. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for the inspection and removal of ice is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> <li>4. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for the inspection and removal of snow is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> <li>5. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel for the inspection and removal of standing water is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (3) 121.135(a)(1)</li> <li>6. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel regarding hot and cold weather operations is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (4) 121.135(b)(1)</li> </ol>	
<p>1.22 Were contract personnel knowledgeable in the application of the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Air Carrier Specified Location that the working knowledge of appropriate personnel concerning the interrelationship between the operator's personnel and the personnel of organizations, who provide contract services, is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (8) 121.135(a)(1)</li> <li>2. Check at the Air Carrier Specified Location that the working knowledge of contract personnel concerning operator-specific procedures, is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (8) 121.135(a)(1)</li> <li>3. Check at the Air Carrier Specified Location that the working knowledge of contracted or purchased-support personnel, is in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B (1) 121.135(b)(1)</li> </ol>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

2	<p>Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the Station Facilities process followed?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Air Carrier Specified Location that each employee and other persons used in its operation have been informed of the provisions of its operations specifications that apply to that employee's or person's duties and responsibilities in accordance with the Certificate Holder's design. <i>Sources:</i> 119.43(c); 121.135(a)(1); 121.135(b)(1)</li> <li>2. Check at the Air Carrier Specified Location the working knowledge of supervisory personnel on the following: ground station operations, passenger handling, cargo and baggage handling, and aircraft servicing/maintenance in accordance with the Certificate Holder's design. <i>Sources:</i> 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B, B (1), 121.135(b)(1)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3	<p>Were the Station Facilities process controls followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4	<p>Did the records for the Station Facilities process comply with the instructions provided in the Certificate Holder's manual?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5	<p>Were the process measurements for the Station Facilities process effective in identifying problems or potential problems and providing corrective action for them?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6	<p>Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are related to this element?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>EPI SECTION 1 – PERFORMANCE OBSERVABLES</b> <b>–Drop Down Menu</b>	
1. Personnel.	
2. Tools and Equipment.	
3. Technical Data.	
4. Procedures, policies or instructions or information.	
5. Materials.	
6. Facilities.	
7. Controls.	
8. Process Measures.	
9. Interfaces.	
10. Desired Outcome.	
11. Other.	

**EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES**

**Objective:** To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Station Facilities is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

1 Identify the person who has overall responsibility for the Station Facilities process.

2 Identify the person that has overall authority for the Station Facilities process.

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6. Answer questions 2.1 & 2.2, and provide the name/title.

3 Review the duties and responsibilities for the person(s) who manage the Station Facilities process documented in the Certificate Holder's manual.

4 Review the appropriate organizational chart.

5 Discuss the Station Facilities process with the management personnel identified in Tasks 1 and 2.

6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

**Questions**

To meet this objective, the inspector must answer the following questions:

2 Are the following aspects of the Management Responsibility and Authority Attributes addressed for the Station Facilities process:

2.1 Is there a clearly identified person who is responsible for the quality of the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.3 Does the responsible person know that he/she has responsibility for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority know that he/she has authority for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Station Facilities process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.6 Does the person with authority to establish and modify the Station Facilities process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<b>EPI SECTION 2 – MANAGEMENT RESPONSIBILITY &amp; AUTHORITY OBSERVABLES –Drop Down Menu</b>	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	